

<b>Meeting Title</b>	<b>Child Welfare Collaborative Meeting</b>
<b>Date</b>	Wednesday, August 13, 2020
<b>Time and Location</b>	10:00 – 12:00 // GoToMeeting Only
<b>Meeting Facilitator</b>	Kent Nowviskie
<b>Panelists</b>	Pamela Woodman-Kaehler, Cammie Chapman, Haley Van Erem, Ryan Wilson, Susan Mortensen, Laura Barno, Cindy Beane, Linda Watts, Christina Mullins
<b>Attendees</b>	Frank Andrews, Patricia Andrews, Kayla Ash, Barbara Baker, Deborah Barthlow, Kathryn Baxter, Cindy Beane, Stephanie Beard, Brady Birdsong, Rebekah Bledsoe, Tammy Bober, Amelia Boehme, Janine Breyel, Barbara Broaddus, Victoria Brooks, Sam Campbell, Jaime Cantley, Laura Capage, Kelli Caseman, April Christopher, Alisa Clements, Craig Cline, Janie Cole, Beth Collins, Andrea Darr, Margot Drew, Caroline Duckworth, Lucretia Edge, Rhonda Edmunds, Jacki Englehardt, Tina Faber, Steve Fairley, Amelia Ferrell Knisely, Susan Fry, Lynn Good, Shanna L Gray, Elizabeth Gray, Jacob Green, Nola Gum, Angie Hamilton, Elizabeth Hardy, Taniua Hardy, Carole Harris, Mae Healy, Margaret Heasley, Sam Hickman, Betsy Hill, Heather Hill, Brenda Hoylman, Amy Hymes, Jessie Ice, Christa Janes-Ash, Katrina Jefferson, Rhonda Jenkins, Peggy Johnson, Debra Judy, Teresa Kelly, Mark Kennedy, Kevin Kettler, Rachel Kinder, Cindy Largent-Hill, Fred Lewis, Hanna Litman, Addie Maxwell, Molly McMillion, Lisa McMullen, Kevin Meehan, Annie Messinger, Lorie Mullan, Kasey Osselborn, Emily Proctor, Claudia Raymer, Tony Richards, Amy Rickman, Anastasia Riley, Betty Rivard, Tammie Rizzio, Rebecca Roth, Jerry Roueche, Marissa Sanders, Jeremy Speer, Heidi Staats, Melinda Strader-Mason, Kathy Szafran, Katrina Szilaj, Nikki Tennis, Haley Van Erem, Alan Vietze, Katrina Harmon, Victoria Warner, Jim Weekley, Charlotte Whipkey, Shawna White, Jenna Wonsettler, Pamela Woodman-Kaehler, Julianne Yacovone, Derika Bowyer, Steve Tuck

### Agenda

<b>Item #</b>	<b>Topic and Description</b>	<b>Responsible</b>
1.	Welcome	Kent Nowviskie
2.	Update on Office of the Foster Care Ombudsman (FCO)	Pamela Woodman-Kaehler
3.	Update and Q&A Panel on the Agreement Between State and DOJ	Cammie Chapman/ Haley Van Erem
4.	Child Welfare Reform Effort Updates <ul style="list-style-type: none"> <li>Family First Prevention Services Act (FFPSA) – Laura Barno</li> <li>Coordinated Care Management (CCM) – Commissioner Cindy Beane</li> </ul>	Various

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	<ul style="list-style-type: none"><li>• Children with Serious Emotional Disorder Waiver (CSEDW) – Commissioner Beane</li><li>• Child and Protective Services (CPS) Workforce – Commissioner Linda Watts</li></ul>	
5.	Open Discussion	All
6.	Next Steps	All

**Action Items**

- **Kent Nowviskie will include the FCO presentation with the meeting notes to the Collaborative listserv.**
- **The State will send the family survey to the Collaborative listserv.**
- **The State will add the Children’s Mobile Crisis Response hotline presentation and updates to the next Collaborative meeting agenda.**

**Meeting Notes**

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1.	<p>Welcome</p> <ul style="list-style-type: none"> <li>• Kent Nowviskie welcomed attendees.</li> </ul>
2.	<p>Update on Office of the FCO</p> <ul style="list-style-type: none"> <li>• Pamela Woodman-Kaehler outlined the purpose, people, process, presentation, and performance of the FCO. <ul style="list-style-type: none"> <li>○ Pamela said FCO duties include advocating for the rights of foster children and foster parents, investigating and resolving complaints filed on behalf of a foster child or parent, and monitoring and reviewing federal, state, and local legislation and regulations.</li> <li>○ Pamela said the FCO undertakes legislative advocacy and makes proposals for systemic reform; conducts programs of public education regarding FCO services; prepares periodic reports to the governor, legislative commissions, and the Bureau for Children and Families (BCF); and investigates violations of the new Foster Children’s Bill of Rights.</li> <li>○ Pamela reviewed the essential characteristics, including independence, impartiality, confidentiality, and credibility, and best practices.</li> <li>○ Pamela reviewed an FCO staff chart. She said the FCO is currently recruiting the first-ever four regional ombudsmen.</li> <li>○ Pamela said the State approved several key positions. She hired the new Admin Sec, and regional FCO will be out-stationed employees.</li> <li>○ Pamela said the FCO office will have a new case management software system, standard workflows for future software configuration, and resource lists.</li> <li>○ Pamela said two priorities for stakeholder communication include toggling visibility with availability and managing expectations. She said ombudsmen in the field will be as accessible as possible.</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>○ Pamela said the FCO office captures many data points regarding complaints, including complainant feedback.</li> <li>○ Pamela said the many FCO activities include specific issue advocacy and policy/law review.</li> <li>○ Pamela said the FCO received 108 complaints from January – June 2020.</li> <li>○ Pamela said 28.6% of referral sources are State employees (mainly DHHR), and 13.8% are from social media.</li> <li>○ Pamela said of the main complaints, almost 38% are for an action/inaction of an agency/employee.</li> <li>○ Pamela said almost 30% of all complaints are valid and resolved. She said sometimes the complaint becomes an information exchange (23.3%), and some complaints are not valid (19.4%).</li> <li>○ Pamela said the most common subject matter of a complaint is child removal from grandparents or foster homes, denial of contact when in State care, inaccurate or lack of information, and lack of DHHR worker support.</li> <li>○ Pamela said the four regional FCOs are challenging to hire due to a required set of skills and personality traits. The FCO would like to position the four statewide, which will depend on the geographical location of the successful candidates. She said most of their work would be conducted online or over the phone.</li> <li>○ Is the FCO separating specialized staff from DHHR worker staff?             <ul style="list-style-type: none"> <li>▪ Pamela said yes.</li> </ul> </li> <li>○ Do you think the lower number of calls on retaliation is a result from fear of possible retaliation?             <ul style="list-style-type: none"> <li>▪ Pamela said as a main complaint, “fear of retaliation” was low, but it was high as a tertiary complaint.</li> </ul> </li> <li>○ To clarify, there was a rise in child removal in recent weeks? Why?             <ul style="list-style-type: none"> <li>▪ Pamela said there is not a definite answer. She said people should remember complaints are a finite subset and are not statistically representative of the whole. She said if there is a removal and someone is upset, then that person might talk with others involved in child welfare in some way. Those involved in child welfare might be more inclined to complain because they might be more aware of the option to file a complaint.</li> </ul> </li> <li>○ Jerry Rouche said the FCO process is entirely founded on relationships. He said he is interested in how the FCO will develop relationships throughout DHHR, the legislature, and various agencies.</li> </ul>

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	<ul style="list-style-type: none"> <li>▪ Pamela said the FCO has many stakeholder groups, including at the State agencies, schools, legislators, Court Appointed Special Advocate (CASA), and law enforcement. She said the FCO conducted more than 60 presentations among stakeholders in the past several months.</li> <li>○ Pamela said the FCO is meant to be informal and involved at various levels, depending on the complaint. She said the FCO helps to ensure the complainant knows when the resolution will be achieved or has a new issue to explore with the FCO.</li> <li>○ <b>ACTION ITEM: Kent Nowviskie will include the FCO presentation with the meeting notes to the Collaborative listserv.</b></li> <li>• Pamela said the FCO contact information is <a href="mailto:pamela.m.woodmankaehler@wv.gov">pamela.m.woodmankaehler@wv.gov</a> and 304-558-1117.</li> </ul>
3.	<p>Update and Q&amp;A Panel on the Agreement Between State and DOJ</p> <ul style="list-style-type: none"> <li>• Cammie Chapman said the work of the DOJ Agreement and implementation plan continues in virtual-only settings during the pandemic. <ul style="list-style-type: none"> <li>○ Cammie said most recently, the State launched the Child Welfare Collaborative website that Kent helped develop. <ul style="list-style-type: none"> <li>▪ Kent said the State launched the website in June, which lists upcoming meetings and recent DOJ Agreement reports, including the most recent subject matter expert (SME) report released in June 2020. More features are being added.</li> </ul> </li> </ul> </li> <li>• Cammie said the new Children’s Mobile Crisis Response program will soon provide West Virginians a chance to connect with a mobile crisis stabilization team statewide. The State will launch the mobile crisis hotline in October 2020.</li> <li>• Cammie said the State hired West Virginia University (WVU) to conduct an evaluation of the implementation process, including logic models in development this month. She said the State anticipates a completed logic model in October to inform and relate to the evaluation plan expected to be finalized in January 2021. <ul style="list-style-type: none"> <li>○ Cammie said the logic model process has been very helpful to help identify eventual outcomes and impacts from the implementation plan. She said the State recently created a workforce workgroup to focus on creating new opportunities for a healthy children’s mental health services workforce.</li> </ul> </li> <li>• Cammie said the State and DOJ held the most recent semiannual DOJ Agreement meeting on Tuesday, August 12.</li> <li>• Haley Van Erem said the DOJ is excited to see State services expanding and being implemented to help serve children in local communities. She said the DOJ is</li> </ul>

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	<p>excited for the statewide mobile crisis hotline, which has potential to significantly help reduce children being placed in congregate settings.</p> <ul style="list-style-type: none"> <li>• <b>ACTION ITEM: The State will send the family survey to the Collaborative listserv.</b></li> <li>• Cammie said the mobile crisis unit will work through which services are best for the child at the time of the call.</li> <li>• Pamela said given the number of complainants in the last six months, she suggested contacting the FCO.</li> <li>• <b>ACTION ITEM: The State will add the Children’s Mobile Crisis Response hotline presentation and updates to the next Collaborative meeting agenda.</b></li> <li>• In response to a question about the availability of telehealth, Cammie said telehealth is currently available.</li> </ul>
4.	<p>Child Welfare Reform Effort Updates</p> <ul style="list-style-type: none"> <li>• FFPSA <ul style="list-style-type: none"> <li>○ Laura Barno said there was an allowance in FFPSA for well-supported services within the waiver if the State demonstrated controlled fidelity. She said the current services include Parents and Teachers, Healthy Families America (Mountain State Healthy Families), and Family Functioning Therapy.</li> <li>○ Laura said hopefully the State’s prevention plan should be finalized very soon.</li> <li>○ Laura said the State aspires to include Motivational Interviewing in the prevention plan. Although, the State will need to engage an evaluator because the State does not have a statewide collective for fidelity monitoring.</li> <li>○ Betty Rivard asked for a Safe at Home (SAH) update. <ul style="list-style-type: none"> <li>▪ Laura said SAH is alive and well. She said SAH changed to state-funded only funding once FFPSA was enacted.</li> <li>▪ Commissioner Linda Watts said BCF continues SAH and working with providers. She said BCF and the local coordinating agencies (LCAs) finalized annual agreements in July.</li> <li>▪ Commissioner Watts said BCF is working with county offices and has conducted webinars to hundreds of district workers and supervisors.</li> <li>▪ Commissioner Watts said BCF is working with Cindy Largent-Hill to update and educate the courts.</li> <li>▪ Commissioner Watts said BCF expanded SAH to include ages 9 – 11 for children in an acute care setting or juvenile detention.</li> <li>▪ Deputy Commissioner Amy Hymes said BCF will update the SAH webpage with new guidance and information very soon.</li> </ul> </li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>○ Marissa Sanders asked Laura if BCF is considering prevention programs for youth ages 5 – 12.           <ul style="list-style-type: none"> <li>▪ Laura said BCF continues to look at the age range, although FFPSA services are not targeting that age range.</li> <li>▪ Commissioner Cindy Beane said that age range would qualify for CSEDW.</li> </ul> </li> <li>● CCM           <ul style="list-style-type: none"> <li>○ Commissioner Beane said during the pandemic, the managed care organization (MCO) has helped provide extra support to families. She said fewer than 50 members opted out of the MCO enrollment.</li> <li>○ Commissioner Beane commended Aetna for the successful rollout with continuous improvement and listening to stakeholders.</li> <li>○ Commissioner Beane said there is an online portal where the State and care manager will soon be able to communicate.               <ul style="list-style-type: none"> <li>▪ Commissioner Beane said DHHR held several trainings for DHHR workers about using the MCO portal.</li> </ul> </li> </ul> </li> <li>● CSEDW           <ul style="list-style-type: none"> <li>○ Commissioner Beane said the CSEDW rollout during the pandemic has been challenging to do virtually. She said the Bureau for Medical Services (BMS) filed an Appendix K with the Centers for Medicare &amp; Medicaid Services (CMS) to allow flexible virtual options and telehealth instead of in-person visits, which is normally a requirement.</li> <li>○ Commissioner Beane said BMS and CMS negotiated the psychological assessment so that children in out-of-state facilities may return in-state without a completed assessment and use presumptive eligibility.</li> <li>○ Commissioner Beane said CSEDW has 29 active members to date. BMS hosts an internal team meeting each week to streamline application process, currently 79 open apps.</li> <li>○ Commissioner Beane said, as a CSEDW success story example, recently an 18-year-old was discharged from a psychiatric residential treatment facility (PRTF) and now lives in a community apartment. She is bipolar and had a recent depressive episode. Commissioner Beane said thanks to the CSEDW, the young adult receives in-home therapy twice a week and is taking her medication regularly. Commissioner Beane said the young adult is maintaining employment and recently received a pay raise.</li> <li>○ Commissioner Beane said DHHR currently has 22 CSEDW providers enrolled is recruiting more.</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>• CPS Workforce               <ul style="list-style-type: none"> <li>○ Commissioner Watts said the most recent legislature provided funding to hire more CPS staff.</li> <li>○ Commissioner Watts said BCF conducts ongoing new worker training during the pandemic.</li> <li>○ Commissioner Watts said adoptions continued throughout the pandemic.                   <ul style="list-style-type: none"> <li>▪ Commissioner Watts said Mission West Virginia provided useful feedback during this time.</li> </ul> </li> <li>○ Commissioner Watts said BCF is on schedule with the kinship/relative foster care program redesign.</li> </ul> </li> </ul>
5.	<p>Open Discussion</p> <ul style="list-style-type: none"> <li>• Commissioner Beane said providers are welcome to contact BMS to talk about which CSEDW services they are interested in providing.</li> <li>• Are there any counties with emergency levels of CPS shortages at this point?           <ul style="list-style-type: none"> <li>○ Commissioner Watts said there are none, currently.</li> </ul> </li> <li>• Marissa asked about House Bill (HB) 4092 implementation and how DHHR is training workers.           <ul style="list-style-type: none"> <li>○ Cammie said DHHR is developing educational tools.</li> </ul> </li> <li>• Cammie said for the foster parent(s) and child, DHHR needs to be sure that the multidisciplinary teams (MDTs) are making the best choices in counties where the families are located. She said families need a plan for which options the counties provide and understand that schools could be virtual-only this year.</li> <li>• Betty asked how the foster families feel about a child going back to school in-person and possible virus spread in the home.           <ul style="list-style-type: none"> <li>○ Cammie said prudent parenting will help to not put the family at risk of infection.</li> </ul> </li> <li>• Cammie said DHHR workers report that MDTs are meeting and communicating with residential placements and child placing agencies.           <ul style="list-style-type: none"> <li>○ Marissa said MDTs are not including the foster families in discussions.               <ul style="list-style-type: none"> <li>▪ Cammie said providers and agencies must report this to DHHR in order for DHHR to investigate and call a supervisor or the FCO.</li> <li>▪ Pamela said a filed FCO complaint would raise an issue such as this as an immediate priority.</li> </ul> </li> </ul> </li> <li>• Cammie said DHHR has ongoing discussions with the Court Improvement Program (CIP). She said the circuit judge decides who is allowed to participate in an MDT. She said the statute says which individuals have the right to be heard.</li> </ul>

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	<ul style="list-style-type: none"><li>• Laura said BCF will embed evidence-based services into the social necessary services (SNS) process for the worker and families. She said DHHR workers will make a referral the same way as SNS.<ul style="list-style-type: none"><li>○ Laura said DHHR is working with Kepro to make sure workers develop a case plan before making a referral.</li></ul></li></ul>
6.	<p>Next Steps</p> <ul style="list-style-type: none"><li>• Kent said to visit the new Child Welfare Collaborative website for updated information (<a href="https://childwelfare.wv.gov/">https://childwelfare.wv.gov/</a>).</li></ul>